



LIMITED ENGLISH PROFICIENCY (LEP) CONSUMER REPORT

USAGE DATA SHEET

****Complete this form each time an LEP individual is served—one form per person****

NOTE: This is for contact when DHSS will be responsible for providing and paying for the interpreter service. Be sure the interpreter service is offered to the LEP individual free of charge. If the individual wishes to use another person over the age of 18 years as his/her interpreter, document this choice and let the LEP individual know he/she can change at any time to the free interpreter service. Please attach a copy of any invoice received for the payment of the service.

- 1) Date this form was filled out: _____
- 2) Division/Center/Office: _____
- 3) Bureau/Section: _____
- 4) Program in Bureau/Section (if applicable): _____
- 5) Address/Phone: _____
- 6) Name and position of employee making LEP contact: _____

- 7) Date contact was made: _____
- 8) Was an Interpreter Offered Free of Charge? Yes _____ No _____
- 9) Accepted? Yes _____ No _____ If "no", give reason: _____

10) Source of Interpreter Used (Example: Language Line, relative, friend, etc.): _____

- 11) Name of Interpreter (if available): _____
- 12) Relationship to LEP individual (None, spouse, mother, etc): _____
- 13) If an interpreter was not used, explain why and document attempts made to obtain an interpreter (Language Line is available by telephone 365 days, 24/7):

14) During this contact, please report the language used by the LEP individual:
Language used: _____

Mail to: DHSS, Office of Personnel, Attn: Human Relations Officer, Box 570, Jefferson City, MO 65102
Or Fax: 573-526-5521 or 573-522-5694

[For OP monitoring use only: 24-month timeframe _____]

www.dhss.state.mo.us

The Missouri Department of Health and Senior Services protects and promotes quality of life and health for all Missourians by developing and implementing programs and systems that provide: information and education, effective regulation and oversight, quality services, and surveillance of diseases and conditions.

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